IP Office Basic Edition

Quick Mode ETR Phone User Guide

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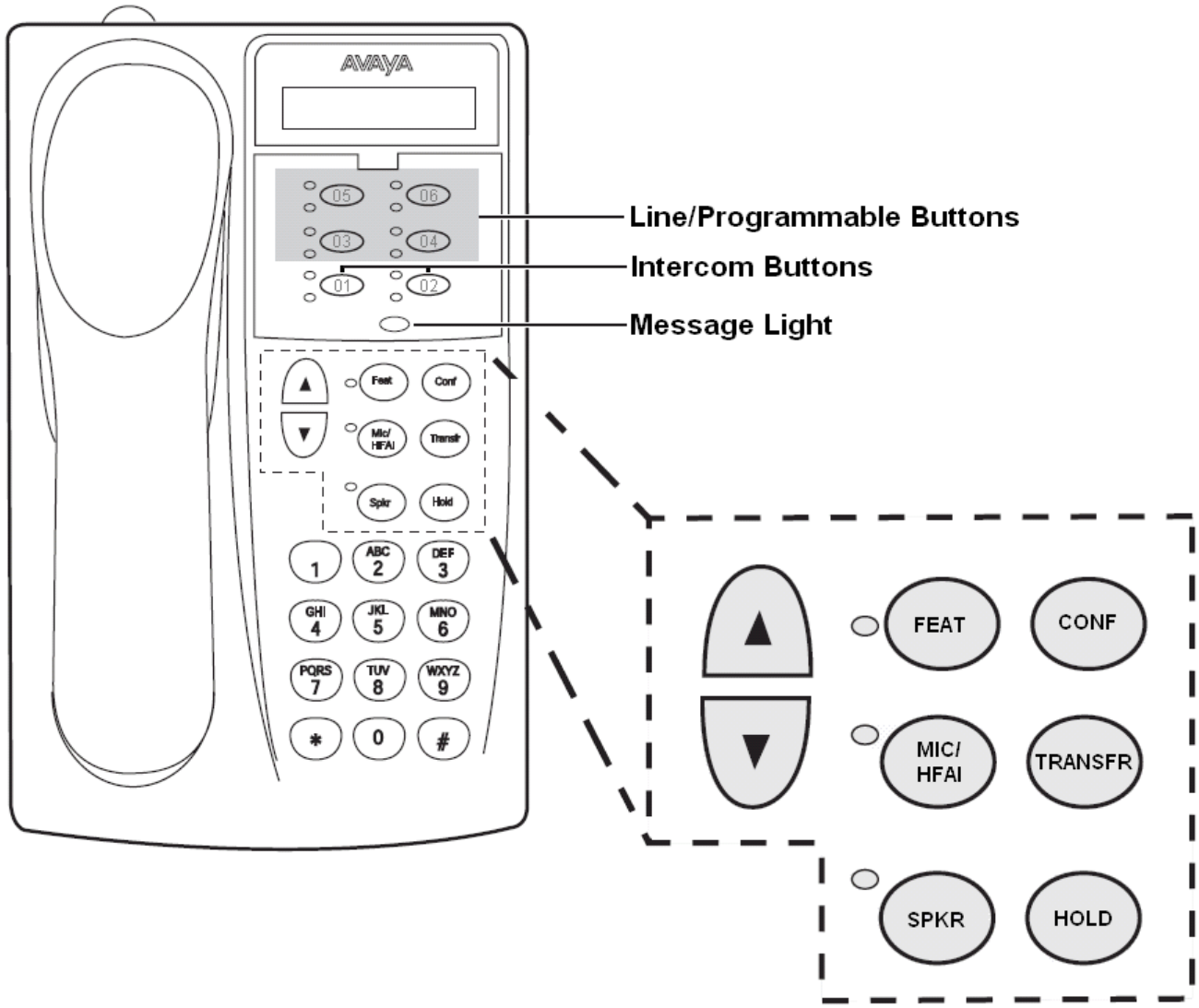
Chapter 1.
ETR Telephones

1. ETR Telephones

The IP Office Basic Edition - Quick Mode supports the ETR Series of Avaya phones. The models supported are the ETR 6D, ETR 18D and ETR 34D phones.

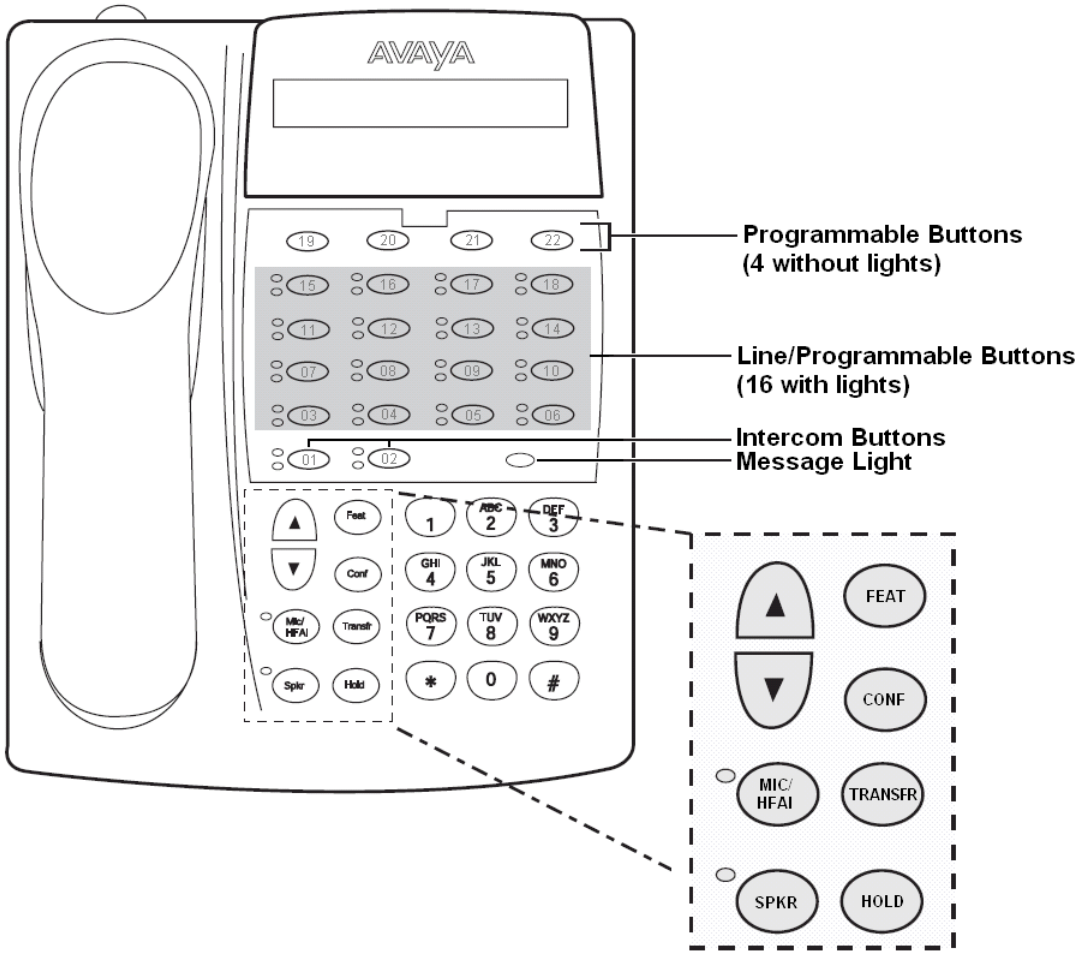
Feature	ETR 6	ETR 6D	ETR 18	ETR 18D	ETR 34D
Programmable buttons with lights	4	4	16	16	32
Programmable buttons without lights	0	0	4	4	4
Intercom Buttons with light	2	2	2	2	2
Display	No	Yes	No	Yes	Yes
Speakerphone	Yes	Yes	Yes	Yes	Yes

ETR 6/ETR 6D



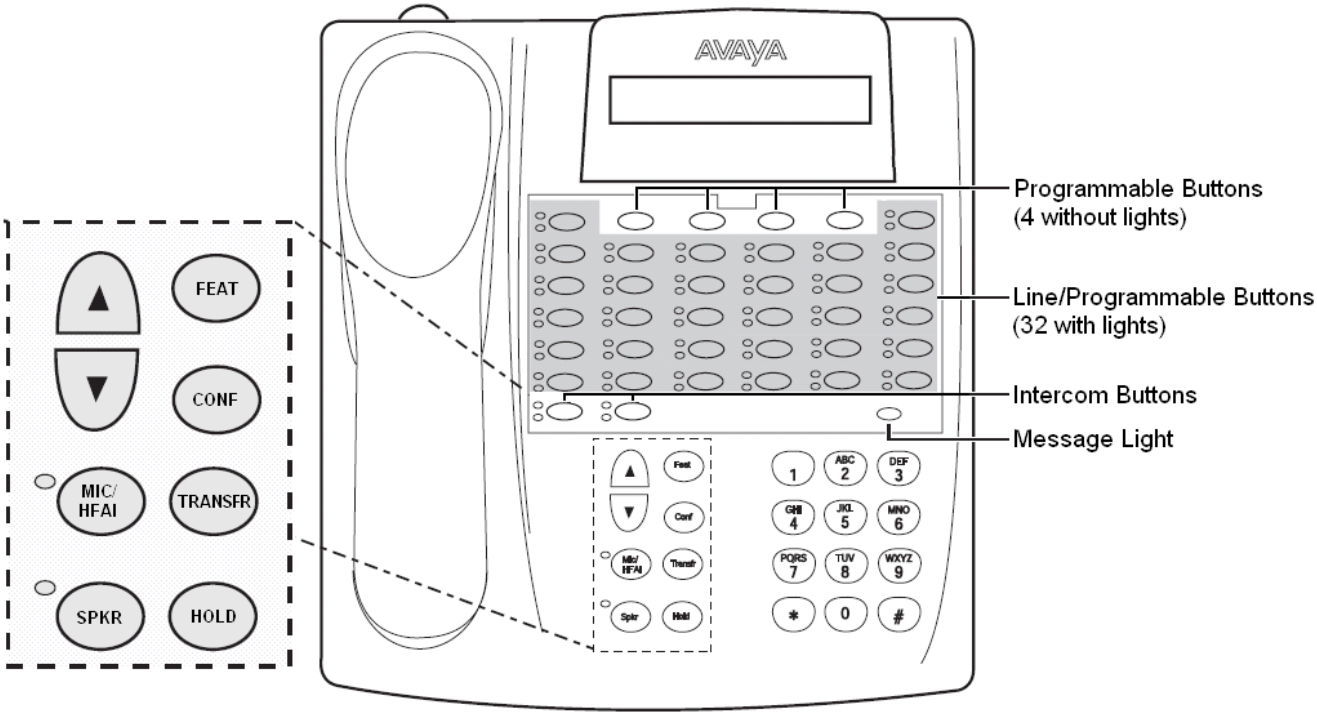
The ETR 6 does not include a display. The ETR 6D includes the display.

ETR 18/ETR 18D



The ETR 18 does not include a display. The ETR 18D includes the display.

ETR 34D



The number of ETR 34D phones supported is limited to a maximum of 4 (with a maximum of 2 per ETR6 base card).

1.1 Fixed Buttons

In addition to the line buttons, the telephones have some or all of the following fixed buttons, which are already imprinted:

- **INTERCOM** (not labeled)
  Press to make or answer a call to or from another extension. If you receive a call on a T1 line with Direct Inward Dialing (DID), and you cannot access that line from a line button, the call will appear on your Intercom button.
- **FEATURE**
  Press to change programmed settings or use system features.
- **CONF**
  Press to add other parties to your call.
- **TRANSFER**
  Press to pass a call to another extension.
- **HOLD**
  Press to put a call on hold.
- **SPKR**
  Press to turn on and off the speaker and microphone (if available), so you can dial and have a conversation without lifting the handset. The light next to this button shows when the speaker is turned on.
- **MIC/HFAI**
  Press to turn the microphone on and off. The light next to this button shows when the microphone is turned on. Leave on to use Hands-Free Answer on Intercom (HFAI) feature.
- **Volume Control Buttons**
  Press ▼ to decrease or ▲ to increase the volume as follows:
  - To adjust ringer volume, press while the telephone is idle or ringing and the handset is in the cradle.
  - To adjust speaker volume, press while listening to a call through the speaker.
  - To adjust handset volume, press while listening through the handset.

1.2 Ringing Patterns

ETR phones use the following ring patterns:

Call Type	Ring Pattern	
Outside Call	ring... ring... ring	
Intercom Call	ring BEEP... ring BEEP... ring BEEP	• If you have a system display telephone, the caller's extension number (and name if programmed) appears on the display.
Recalling Call	ring BEEP BEEP... ring BEEP BEEP... ring BEEP BEEP.	• A transferred call, or an unanswered transferred or parked call that is ringing back at your extension

1.3 Dial Tones

There are two different dial tones when you call with a system telephone:

- Outside dial tone is generated by your local telephone company to indicate that you are connected with an outside line.
- Intercom dial tone is generated by the system to indicate that you are connected with an inside line. You hear this dial tone when you are making an inside or intercom call.

1.4 Light Patterns

Some buttons have a green light and a red light. The meaning of these lights varies depending on whether the button is used to access an outside line or pool, is programmed with a system feature, or is programmed for Auto Dialing an extension number (Intercom Auto Dial button).

The meanings of the various light patterns for each possible button assignment are:

Light Pattern	Line Button	Programmable Button	Intercom / Auto Dial - Intercom Button
On	**Green** - You are using the line. **Red** - Line in use by another extension.	**Green** - Feature is on.	**Red** - Extension is busy.
Off	Line is idle	Feature is off.	Extension is idle.
Flash (long on, long off)	**Green** Flash - A call is ringing at your extension. **Red** Flash - A call is ringing on the line but not at your extension.	A user is entering a a four-digit code to lock or unlock their extension.	–
Alternating Red/Green	Alternating green and red flash appears at both extensions in a joined call.	–	–
Wink (long on, short off)	**Green** Wink - The call is on hold or parked at your extension. **Red** Wink - Call is on hold or parked at another extension. Anyone who has the line can retrieve the call.	–	–
Green Flutter (short on, short off)	–	Caller ID Inspect, Call Log or Absent Msg. is on. Absent Text Message Mgt. is active Call Logs is active	

1.5 Dialing Codes

The following features can be used by dialing the appropriate number.

Feature	Dial	Summary
Call Pickup	6 <*Extension Number*>	Answer the longest waiting call ringing at an extension.
Group Pickup	66 <*Pickup Group*>	Answer the longest waiting call ringing any extension that is a member of the pickup group (1 to 4) selected.
Idle Line Pickup	8 <*Line Number*>	Seize the specified line if it is idle and then make a call using that line.
Active Line Pickup	68 <*Line Number*>	Answer or seize the call on the specified line.
Loudspeaker Paging	70	Page the loudspeaker device attached to the system.
Simultaneous Paging	*70	Page both the loudspeaker device attached to the system and the extensions in calling group 71.
Group Calling – Ring	7 <*Calling Group*>	Call the available extensions in one of the calling groups (1 to 4).
Group Calling – Page	*7 <*Calling Group*>	Page the available extensions in one of the calling groups (1 to 4).
Group Hunting – Ring	77 <*Hunt Group*>	Call the available extensions in one of the hunt groups (1 to 6).
Group Hunting – Page	*77 <*Hunt Group*>	Page the first available extension in one of the hunt groups (1 to 6).

1.6 Feature Codes

The following feature codes can be dialed from most phones after pressing **FEATURE**. Most of these features can also be assigned to programmable buttons.

Feature	Code	Description
Do Not Disturb 36	01	This function allows you to switch do not disturb on or off.
" Cancel 36	01	
Recall	03	This function allows you to send a recall or hook flash signal.
Save Number Redial	04	This function allows you to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.
Last Number Redial 17	05	This function allows you to redial the last external number dialed.
Conference Drop 25	06	This function allows you to select and drop a call from a conference.
Privacy 26	07	This function allows you to turn privacy on or off. When on, other extensions are not able to bridge into your calls.
Call Forward 31	11	This function allows you to redirect all your calls to another number. If the system administrator has configured your for Remote Call Forwarding, you can forward calls externally by specifying a personal speed dial as the destination.
Call Forward Cancel 31	11	
Account Code Entry 35	12	This function allows you to enter an account code prior to making a call or during a call.
Voice Mailbox Transfer 24	14	This function allows you to transfer your current call to another extension's mailbox. Your current call is put on hold and you enter the target extension number to indicate the mailbox required.
VMS Cover 39	15	This function allows the you to switch use of voicemail coverage for your extension on or off.
Caller ID Name Display	16	This function allows you to swap the display of caller ID name and number information on the phone.
Caller ID Inspect	17	This function allows you to see the caller ID of a call on another line without interrupting the current call to which you are connected.
Call Coverage 32	20	This function allows you to switch call coverage on or off. When on, any calls to you that ring unanswered also start ringing at your call coverage extension.
Station Lock 34	21	This function allows you to lock and unlock your extension from being used to make calls. When selected, you are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, use of this function prompts for reentry of the four digit code to unlock the extension.
Station Unlock 34	22	This function can only be used by the first two extensions in the system. It allows the user to unlock any extension without needing to know the code that was used to lock that extension.
Caller ID Log	23	This function allows you to view the phone system's call log of all caller IDs of calls received by the system. To use this you must be one of the three extensions configured for call ID logging by your system administrator.
Hot Dial	26	This function allows you to dial a stored number without first going off hook or pressing the **SPEAKER** button.
Message Alert Notification	27	This function allows you to see the current state of other user's message waiting lamps. It is used in conjunction with other users for which you have **Auto Dial - Intercom** buttons.
Absent Message 30	28	This function allows you to set or clear an absent message for display on you phone. When set, the absent message is also displayed on other extensions when they call the user.
Contact Closure 1	41	This function you to operate the system's contact closure 1 or 2 connection. To use this you must be a member of the system's contact closure group.
Contact Closure 2	42	

Feature	Code	Description
System Release	590	Displays the core software level that the system is running.
System IP Address	591	Displays the IP address of the systems LAN port.
SD Card Serial Number	592	Displays the feature key number of the System SD card. This is the number used for validation of licenses entered into the system configuration.
System Speed Dial 20	600 to 699	Dial the selected system speed dial number.
Personal Speed Dial 21	80 to 99	Dial the selected personal speed dial number.
DND Exception Numbers 36	700 to 719	Set a DND exception number.
SSL VPN Service 42	775	Dial from System Administration menu. Allows you to configure, enable, or disable SSL VPN tunnels.

Chapter 2.
Call Handling

2. Call Handling

2.1 Making Calls

2.1.1 Making Internal Calls

1. If already on a call, end the call by pressing **Drop** or put it on hold 23 by either pressing **Hold** or pressing the button which the call is on.
2. Press an idle **Intercom** or **Call Appearance** button.
3. Dial the extension number or the code for the feature you wanted to access.
   - **To call an extension:**
     Dial the extension number. If you put a * in front of the extension number, the system will attempt to make a direct voice call 17.
   - **To call a group or attempt a call pickup:**
     Dial one of the numbers in the table below. If you put a * in front of the group number, the system will make a page call 17.

Feature	Dial	Summary
Loudspeaker Paging	70	Page the loudspeaker device attached to the system.
Simultaneous Paging	*70	Page both the loudspeaker device attached to the system and the extensions in calling group 71.
Group Calling – Ring	7 *<Calling Group>*	Call the available extensions in one of the calling groups (1 to 4).
Group Calling – Page	*7 *<Calling Group>*	Page the available extensions in one of the calling groups (1 to 4).
Group Hunting – Ring	77 *<Hunt Group>*	Call the available extensions in one of the hunt groups (1 to 6).
Group Hunting – Page	*77 *<Hunt Group>*	Page the first available extension in one of the hunt groups (1 to 6).

4. You will hear the call progress. You can continue the call handsfree or switch to using the handset or headset (press the **HEADSET** button).
   - If the other extension doesn't answer, press **AutCB** or Callback to have the system call you when that extension is next free.

2.1.2 Making External Calls

1. If already on a call, end the call by pressing **Drop** or put it on hold 23 by either pressing **Hold** or pressing the button which the call is on.
2. Press an idle **Line Appearance** or **Call Appearance** button.
3. Dial the telephone number.
   - If using a **Call Appearance** button, some systems may require you to dialing a specific prefix when making external calls. Your system administrator will inform you if a prefix is required.
   - To dial a personal speed dial 21, press **FEATURE** or # and select the speed dial between 80 and 89.
   - To dial a system speed dial 20, press **FEATURE** or # and select a speed dial between 600 to 699.
4. You will hear the call progress. You can continue the call handsfree or switch to using the handset.

2.1.3 Making Page or Direct Calls

You can make calls that are automatically answered if the extension or extensions called support auto answer. There are two methods: page calls and direct voice calls, however the method for making both types of call is much the same.

To Make a Direct Voice Call

For a call to an individual extension, putting ***** in front of the extension number of the user being called makes the call a direct voice call. If supported by the phone being called, the call is automatically answered after the called users hears 3 beeps.

Unlike a page call, the called user can also speak without having to take any further action if their phone has a handsfree microphone. Otherwise they need to pickup the handset to be heard.

If the user called is already on a call when you attempt a direct voice call to them, you call is turned into a normal waiting call.

1. If already on a call, end the call by pressing **Drop** or put it on hold 23 by either pressing **Hold** or pressing the button which the call is on.
2. Dial * and then the extension number of the user.
   - If the user's phone is idle and supports auto answer, you can speak and be heard by them immediately. You can also hear them.
   - If you hearing ringing, then either the user called already has another call in progress or has a phone that does not support answer.

To Make a Page Call

Putting a * in front of the extension number of the group being called makes the call a page call. The group type is ignored, instead, all users who are members of the group, have phones that support auto answer and are currently not on another call, hear a single beep and can then hear you. However, you cannot hear the group members.

One of users being paged can answer the page 18 if they want to. That turns the page call into a normal call between just you and the answering user.

2. If already on a call, end the call by pressing **Drop** or put it on hold 23 by either pressing **Hold** or pressing the button which the call is on.
2. Dial ***** and then the extension number of the group.

To Page the Loudspeaker Device

The telephone system can include a connection to a loudspeaker paging device. To page this device make a normal internal call to the extension number ***70***. If you make an internal call to ****70***, you will page both the loudspeaker device and the available users in the calling group 71.

2.1.4 Redial

Using Last Number Redial

1. Lift the handset.
2. Press **FEATURE 05**. The digits are displayed as they are dialed.

To Create a Last Number Redial Button *(ETR 18D/ETR 34D Phone)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 05**.
5. The current setting of the button will now be set to **Last Number Redial**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

2.2 Answering Calls

You can answer telephone calls that are ringing your extension or at another extension. If you regularly pick up calls for a specific extension you can program a call pickup button 19 for that specified extension.

1. If already on a call, end the call by pressing **Drop** or put it on hold 23 by either pressing **Hold** or pressing the button which the call is on.
2. Pick up the handset, you are connected to the incoming call.
   - To answer a specific line press the button for that line.

2.2.1 Answer a Page Call

There are two type of calls which your phone can automatically answer so that you hear the caller without taking any action. This will only happen if your phone is currently idle, ie. not on another call.

Three Beeps

A call connected automatically after three beeps is a direct voice call to your extension only.

1. The call is connected and answered automatically. You can speak to the caller without taking any further action.

Single Beep

A call connected automatically after a single beep is a page call a group of which your phone is a member. You can hear the caller but they cannot hear you.

1. To answer the call, turning it into a normal call between just you and the caller, press the **MIC/HFAI** button.

While listening to page call, you can press an appearance button to make, answer or join another call. When you do this, the page call is disconnected and the new call is connected. However, the new call is connected as listen-only (microphone off and speaker on). In order to speak on the call, you needs to lift the handset or touch the **Mic/HFAI** button.

2.2.2 Call Pickup

If you hear another phone ringing, there are a number of ways that you can answer the call if you know the user, group or line being called.

1. If already on a call, end the call by pressing **Drop** or put it on hold 23 by either pressing **Hold** or pressing the button which the call is on.
2. Press an idle **Intercom** or **Call Appearance** button.
   - **To pickup a call ringing at a particular extension:**
     Dial **6** followed by the extension number at which the call is ringing or parked.
   - **To pickup the longest waiting call in a pickup group:**
     Dial **66** followed by the pickup group number (1 to 4).
   - **To pickup the call ringing on a particular line:**
     Dial **68** followed by the two digit line number.
3. You can continue the call handsfree or switch to using the handset or headset (press the **HEADSET** button).

To Create a Call Pickup Button *(ETR 18D/ETR 34D Phone)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Press the first intercom or call appearance button.
5. Dial **6** followed by the target extension number.
6. The button function is changed to **Call Pickup** followed by the target extension number.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

To Use a Call Pickup Button

1. Press the **Call Pickup** programmed button for the specified extension number. You are connected to the call that was ringing the specified extension.

2.3 Speed Dialing

There are a number of ways that you can dial a stored number.

2.3.1 System Speed Dials

The system administrator can program up to 100 frequently used number as system speed dial numbers 600 to 699. Any user in the system can use a system speed dial by pressing **FEATURE** and dialing the three digit code of the system speed dial required.

- Except in special cases which the system administrator can configure, system speed dials do not override any dialing restrictions that apply to an extension.

To Use a System Speed Dial

1. If already on a call, end the call by pressing **Drop** or put it on hold 23 by either pressing **Hold** or pressing the button which the call is on.
2. Press **FEATURE** or # and dial the three digit system speed dial code between 600 and 699.
3. The stored number is dialed.

2.3.2 Personal Speed Dials

You can create up to 20 personal speed dial codes, 80 to 99, to store frequently dialed numbers. The numbers can be quickly dialed by pressing **FEATURE** and the two-digit code for that personal speed dial.

The personal speed dial numbers programmed for a particular extension can only be used at that extension.

- If the system is connected to a PBX or Centrex system and a dial-out code (usually 9) is needed to place calls outside the PBX or Centrex system, include the dial-out code in Speed Dial numbers that must dial out of the PBX or Centrex system.
- Personal speed dials do not override any dialing restrictions that apply to an extension.

To Use a Personal Speed Dial

1. At dial tone or whenever you want to dial a number, press **FEATURE** and dial the two digit personal speed dial code between 80 and 99.
2. The stored number is dialed.

To Edit Your Personal Speed Dials *(ETR 18D/34D)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press **Feature** and the speed dial number to be programmed which must be between 80 and 99.
4. The current setting of the speed dial entry is displayed.
5. Enter the external number. The number can be up to 28 characters in length. The following keys can be used to enter special dialing commands:

Function	Press to insert	Character	Description
Pause	**HOLD**	**P**	Inserts a 1.5 second pause.
Transfer	**SPEAKER**	**R**	Send a hook-switch flash signal.
Stop	**CONFERENCE**	**S**	Stop dialing.

6. To remove the existing number press **MIC/HFAI**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

2.3.3 Auto Dialing

Auto dialing uses numbers stored under one of the phone's programmable buttons. Whenever a number need to be dialed, pressing the button will dial the stored number.

To Use an Auto Dial Button

1. At dial tone or whenever you want to dial a number, press the programmed auto dial button.
2. The stored number is dialed.

To Create an Auto Dial Button *(ETR 18D/ETR 34D Phone)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. To create an auto dial button to store an extension number press your first Intercom or Call Appearance button. For a button to store any other type of number press your second Intercom or Call Appearance button.
5. Enter the number for calls made using the button. To clear, press the **MIC/HFAI** key. An external number can include ***** and **#** and the following special characters:

Function	Press to insert	Character	Description
Pause	**HOLD**	**P**	Inserts a 1.5 second pause.
Transfer	**SPEAKER**	**R**	Send a hook-switch flash signal.
Stop	**CONFERENCE**	**S**	Stop dialing.

6. The current setting of the button will now be **AD-I** (auto dial intercom) or **AD-O** (auto dial other) followed by the stored number.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

2.4 Adjusting the Volume

While the phone is idle or ringing, you can adjust the ringer volume. When the phone is connected to a call you can adjust the speaker or handset volume.

To Adjust the Ringer Volume

1. Use the ▲ up arrow and ▼ down arrow keys to change the ringer volume.

To Adjust the Caller Volume

The volume that gets adjusted will depend on whether you are using the handset or speakerphone at the time you use this process.

1. Use the ▲ up arrow and ▼ down arrow keys to change the volume.

2.5 Holding Calls

When a call is on hold, you can make and answer other calls. If a call is left on hold for too long, it will recall to the extension that put it on hold.

To Put a Call on Hold

1. During the call, press the **HOLD** button or the button on which the call is taking place. The **Green** light next to the button will wink to show that the call is on hold.

To Retrieve a Call You Put on Hold

1. Press the button next to the winking **Green** light. You are connected to the call. The green light changes to a steady green light.

2.6 Parking Calls

Use this feature to place a call on a special type of hold where it can be retrieved from any extension in the system.

- You should park only one call at a time to ensure that you know which caller you are talking to when you retrieve the parked call.
- If you frequently park calls, program your extension number on an Auto Dial 22 button, so you can park a call simply by pressing that button during the park process.

To Park a Call

1. While on a call, press **TRANSFER** and and dial your own extension number.
2. Hang up. If the call is not picked up within three minutes, it rings back at your extension.

To Retrieve a Parked Call

1. Press an **Intercom** or **Call Appearance** button and **6** followed by the extension number of the extension that parked the call.

2.7 Transferring Calls

Transferring a call lets users "pass" a call from one extension to another. Users can transfer both outside and internal calls to another extension.

1. While the call is active press the **TRANSFER** button. The call is put on hold and the green light next to the button flashes rapidly.
2. Make a call to the transfer destination. Then do one of the following:
   - To transfer the call without announcing it (an unsupervised or blind transfer) hang up or press the **Transfer** button again. You can do this as soon as you hear ringing. The transfer is complete. If the call is not answered it will be returned to your extension. When your extension rings, lift the handset to be reconnected to the caller.
   - To announce the call before completing the transfer (a supervised transfer), wait for the call to be answered. If the called party is willing to accept the call hang up or press **Transfer** again. If no one answers or the call is refused, press the button next to the fast flashing green light to be reconnected to the original caller.

2.7.1 Voice Mailbox Transfer

You can transfer a caller to directly to an extension's voice mailbox for the caller to leave a message without first ringing the extension. This feature is useful when you know that the extension user is not present and has not set do not disturb.

You can program a voice mailbox transfer button to transfer a caller directly to a voice mailbox by pressing the button and then dialing the mailbox subscriber's extension number.

To Transfer a Caller to an Extensions Mailbox

1. During the call press **FEATURE 14** or press a **Voice Mailbox Transfer** button you have one programmed.
2. Dial the two digit extension number of the extension for which the caller wants to leave a message. The caller is routed to the mailbox and hears the recorded greeting for that mailbox.
3. Hang up.

To Create a Voice Mailbox Transfer Button *(ETR 18D/ETR 34D Phone)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 14**. The current setting of the button will now be set to **Voice Mailbox Transfer**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

2.8 Conferencing Calls

The Conference feature allows you to conference other parties (including yourself) into a call. The system supports multiple conferences of up to 64 parties in total, including up to 2 external analog trunk in each conference.

To Create a Conference Call

1. While active on a call, press the **CONF** or **CONFERENCE** button. The first party is now on hold.
2. When you hear the dial tone, dial the telephone number of the second party.
3. When the call is answered press the **CONF** or **CONFERENCE** button again to add the second party to the call. All parties hear a single beep to indicate that they are in a conference call.
4. You can now speak to the first and second parties.
5. Repeat step 2 to add more parties.

To Hold a Conference Call

If you need to answer or make another call during a conference, you can hold in the same way as for normal calls. When you put a conference call on hold, the other parties can still talk to each other.

- **! WARNING**
  Only hold a conference that you know is taking place on your own telephone system. If you hold a conference that you have joined on another telephone system, that conference will hear hold music.

1. Press the **HOLD** button. The **Green** light next to the button will wink to show that the call is on hold.
2. To re-join the conference call press the button next to the **Green** light. You will rejoin the conference. An alternating **Red**/**Green** Flash appears next to your intercom or line button to indicate that you are in a conference call.

2.9 Using Handsfree

The ETR 6D, ETR 18D, ETR 34D telephones each have a speaker and microphone which you can turn on by pressing **SPKR**.

- In addition, on the ETR 6D, ETR 16D and ETR 34D telephones, you can turn just the microphone on and off by pressing **MIC/HFAI**. When the green light next to **MIC/HFAI** is on, the microphone is on.

Room acoustics and background noise can affect the proper operation of the speakerphone. To ensure that your speakerphone works effectively, follow these guidelines:

- Avoid placing your telephone in areas with high background noise caused by sources such as motor vehicles, manufacturing equipment, loud voices, radios, printers, copiers, typewriters, other noisy office equipment or heater and air conditioning fans.
- Avoid talking before the other person is finished speaking. When you both talk at the same time, only one person's voice comes through.
- Do not use your speaker to make announcements over a loudspeaker paging system connected to your telephone system.
- When talking, always face your telephone and stay within two feet of it.
- Place your telephone at least six inches (15 cm) away from the edge of your desk.
- If you have difficulty hearing the other party, try increasing the speaker volume. If you have background noise, try turning off the microphone when the party at the other end is speaking and turning it on when you speak. If the difficulty persists, lift your handset to continue the conversation.
- In conference rooms, a separate speakerphone is recommended, since the built-in speaker on a system telephone is designed for individual use.

To Make a Call Without Lifting the Handset

1. Press **SPEAKER** or **SPKR** to get a dial tone
2. Dial the number, you hear the call ringing. When the other party answers, you can talk without lifting the handset.

To Switch Modes

- If you are already on a call, you can switch from the handset to the speakerphone by pressing **SPEAKER** or **SPKR** and then hanging up the handset.
- If you are using the speakerphone and want to switch to the handset, lift the handset. The speaker and microphone are turned off.
- On ETR phones, to turn off the microphone when you are using the speaker, press **MIC/HFAI**. This will mute your voice so the other party cannot hear you.

2.10 Joining Calls

Joining is adding yourself to a call in progress.

- **You cannot:**
  - Join an internal call or a conference call at another extension.
  - Join a call at any extension where the extension user has privacy enabled.
  - Put a joined call on hold.
- **You can:**
  - Tell when someone has joined your call when you hear a single beep.
  - Use privacy to allow or prevent others from joining your calls.
  - Join a call that is being answered by the voice messaging system. When you join the call, the voice messaging system disconnects automatically so you can speak to the caller.
  - Dial 68 <*Line Number*>to join a call on that line if a line is not assigned to a button on your extension.

To Join a Call

A steady red light next to a line button indicates that a call is in progress on that line.

1. Press the line button next the the steady red light and lift the handset. Alternatively press **INTERCOM** and dial **68** followed by the two-digit line number.
2. The red and green lights alternately flash. You are now joined with the call. All parties on the call hear a single beep.

To Switch Privacy On or Off

You can use the privacy feature to stop people joining your current call. You can either assign the function to a programmable button or you can dial **Feature 07** to turn privacy on or off.

Chapter 3.
Other Features

3. Other Features

3.1 Absent Text Messages

The absent text message feature assists internal callers by displaying a message on their telephone. When another extension calls your extension, your active absent text message appears on the caller's display.

This feature is only supported on ETR 18D and ETR 34D telephones. It is not supported on ETR 6D telephones.

To set and clear an absent text message you need to assign the feature to a programmable button with lights. The button can then be used to activate, select and deactivate the message.

To Create an Absent Message Button *(ETR 18D/ETR 34D Phone)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 28**. The current setting of the button will now be set to **Absent Message**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

To Activate an Absent Text Message

1. Press the absent text message button. The first absent text message is displayed.
2. Scroll through the default messages by pressing the button beneath the word **Next** until the required message is displayed.

• Back soon • Do not disturb • Out to lunch • Away from desk	• Please Call • At lunch until • Don't disturb until • With cust. until	• Back tomorrow • On Vacation • At home • Be right back	• On Holiday Until • Meeting until • With visitors until

3. Press the button beneath the word **Activ** to select the message shown on the display.
4. To add additional text or edit the existing text press **More** and then **Edit**.
5. To complete the process press the absent text message button again.

To Deactivate the Absent Text Message

1. Press the absent text message button. The green light flutters and the active absent text message is displayed. W/* in pos 1.
2. Press the button beneath the word **Dactiv**.
3. To complete the process press the absent text message button again.

3.2 Forwarding Calls

All external, internal and transferred calls directed to your extension can be diverted to a different internal extension number. You can enter the destination extension telephone number and select when calls are redirected using a programmed button.

Before you can automatically forward calls you need to assign the feature to a button with lights. The button can then be used to turn call forwarding on and off as required.

- Selected users may also be able to do remote call forwarding where they forward their calls to an external number. If that is the case, consult your system administrator, you can use your personal speed dials 21 as the forwarding destination.
- DID calls can be forwarded.
- You receive a slow interrupted intercom dialling tone when call forwarding is active.

To Manually Set Forwarding

1. Press **FEATURE 11**.
2. Enter the number to which you want to forward calls.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

To Manually Cancel Forwarding

1. Press **FEATURE 11**.
2. Enter you own extension number as the destination.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

To Create a Call Forwarding Button *(ETR 18D/ETR 34D Phone)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
3. Dial **FEATURE 11**.
4. At the **Call Forward Orig:** prompt enter the extension number for which the button is being programmed.
5. At the **Call Forward Dest:** prompt enter the destination number for the call coverage calls.
    - To forward to an external number, enter the personal speed dial (80 to 99) that contains the required external number.
6. The current setting of the button will now be set to **Call Forward O** <*covered extension*> **D** <*destination extension*>.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

3.3 Call Coverage

Call coverage is used to redirect all intercom, transferred, DID and outside calls on lines assigned to you to another extension. When call coverage is in use, covered calls are routed to the covering extension after a specified number of rings set by the system administrator.

- Intercom, transferred, DID, and outside calls on lines assigned ownership can be covered.
- Group calls, forwarded calls, transfer-return calls, voice-signaled calls, Voice Interrupt On Busy calls, and calls to doorphone alert extensions are not covered.
- A single extension can cover multiple extensions; however, an extension programmed for call coverage can have only one covering extension. Only one call coverage button can be programmed per extension.
- If you activate call coverage at your extension, you still can intercept an outside call rerouted by coverage by pressing the outside line button that has the call appearance.
- You can program call coverage on a programmable button. Use a button with lights if you want a visual indication when your calls are being covered. When the green light is on, your calls are being covered; when the green light is off, call coverage is not active.
- If call coverage and do not disturb are already on, covered calls are routed immediately to the covering extension without ringing the covered extension. Similarly, if Call Coverage is on and a call begins to ring, you can turn on Do Not Disturb 36 to send that call immediately for coverage.
- If an extension has Call Coverage and VMS Cover 39 active, calls ring at the covering extension.
  - If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. If the covering extension has Do Not Disturb 36 active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- If an extension has Call Coverage active without voice mail coverage, covered calls ring at the covering extension for the specified number of Call Coverage Rings. Outside and intercom calls continue to ring at the covering extension until the call is answered or the caller hangs up.
- For transferred calls, if the covering extension does not answer, the call goes to the transfer return extension after the specified number of Transfer Return Rings (if VMS cover is not active).
- If an extension has Call Coverage and Call Forwarding active, calls are routed to the Call Forwarding destination extension (Call Forwarding takes precedence).

To Send Calls for Coverage Manually

1. Press **FEATURE 20**.
2. Dial the extension number of the covering extension.

To Remove Call Coverage Manually

1. Press **FEATURE 20**.
2. Dial your own extension number.

To Use a Call Coverage Button

1. Press the programmed button. When on, if programmed on a button with a light, the button's green light will be on.

To Create a Call Coverage Button *(ETR 18D/ETR 34D Phone)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 20**.
5. At the **Call Coverage Orig:** prompt enter the extension number for which the button is being programmed.
6. At the **Call Coverage Dest:** prompt enter the destination extension number for the call coverage calls.
7. The current setting of the button will now be set to **Call Coverage O** <*covered extension*> **D** <*destination extension*>.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

3.4 Locking Your Extension

You can use the lock feature to prevent unauthorized people from making external calls from your extension while you are away from the extension.

To Lock Your Extension

1. Press **FEATURE 21**.
2. Dial a four digit code using the 0 to 9 numbers .
3. Redial the four digit code.

To Unlock Your Extension

1. Press **FEATURE 21**.
2. Dial the four digit code you used to lock the extension.

The user of the first extension on the system can unlock extensions without needing to know the code used to lock the phone. They can do this using **FEATURE 22**.

3.5 Account Codes

The Account Code Entry feature is used to enter an account code up to 6 digit for any outside call, incoming or outgoing. An account code is typically used to identify a department, project, or client for charge-back or tracking purposes. An account code can be either forced or optional. When an extension is set up with the forced account code feature, the user must enter an account code before they can dial outside calls.

To Manually Enter an Account Code

1. After lifting the handset (or while already active on an outside call), press **FEATURE** and dial **12**.
2. Enter an account code by dialing the account code using the telephone's dial pad.
3. Continue with the call.

To Create an Account Code Entry Button *(ETR 18D/ETR 34D Phone)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 12**. The current setting of the button will now be set to **Account Code Entry**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

To Use an Account Code Button

1. After lifting the handset or while already active on an outside call, press the programmed **Account Code Entry** button. If the button has lights, the green light turns on.
2. Enter an account code using the telephone's dial pad. You can also use a system or person speed dial number programmed with the account code or press an Auto Dial button programmed with the account code.
3. Continue with the call.

3.6 Do Not Disturb

Use this feature to be able to press a programmed button to prevent incoming calls for the extension from ringing (lights may still flash). You can still use the extension to make calls or answer calls that are on your extension (for example, line appearance calls).

- You need to program a button with lights. When the Do Not Disturb feature is on, the light is also on, indicating that the telephone will not ring.
- Use Do Not Disturb when you do not want the auto attendant or the voice messaging system to transfer calls to you.
- Use Do Not Disturb if you are assigned to a Hunt Group and you leave your desk, so calls to the Hunt Group will skip your extension and ring immediately at the next available extension in the group.
- To avoid missing calls when Do Not Disturb is not needed, turn it off.
- Unanswered calls that are transferred from an extension with Do Not Disturb active, ring at that extension if they transfer return.
- Users with VMS Cover 39 turned on can activate Do Not Disturb to send all calls immediately to their voice mailbox.
- Users with Call Coverage 32 turned on can activate Do Not Disturb to send all calls immediately to the covering extension.
- You receive a slow interrupted intercom dialling tone when Do Not Disturb is active.

To Manually Switch Do Not Disturb On/Off

1. Dial **FEATURE 01**.

To Create a Do Not Disturb Button *(ETR 18D/ETR 34D Phone)*

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **Feature 01**. The current setting of the button will now be set to **Do Not Disturb**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

To Add Do Not Disturb Exceptions

You can create a set of up to 20 numbers, calls from which are able to still ring you even when you have do not disturb switched on.

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
2. Press **FEATURE** and dial **0700** to **0719**.

- The number used above is not a fixed reference. For example, if the exception number set using 702 is cleared, any numbers set as 703 and above are move to 702 and above.

2. The current number is shown if any.
    - To clear the current number, press the Release button).
    - To enter a number using the normal dialing keys.
    - To enter a single digit wildcard, press the left-hand display soft key. The wildcard is shown as an ***X***.
    - To enter a multiple digit wildcard, press the middle display soft key. The wildcard is shown as an ***N***.
- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

Chapter 4.
Using Voicemail

4. Using Voicemail

The telephone system includes embedded voicemail and each extension on the system has a voicemail mailbox by default.

Except for special cases, for example the extensions connected to the fax machine and loudspeaker, the mailboxes are used when the extension has calls it does not answer within a set time (by default 15 seconds though this can be adjusted for each extension by the system administrator).

Your system administrator can also configure other methods of access including access to your mailbox from other phones.

- **Embedded Voicemail User Guide**
  The embedded voicemail system can operate two different ways, each of which uses different key presses once you have logged in to a mailbox. The modes are Intuity emulation mailbox mode and IP Office mailbox mode. Your system administrator will inform you which mode your system is using and provide the appropriate embedded voicemail user guide for that mode.

Accessing Your Mailbox

1. Press an idle intercom or call appearance button and dial **777**.
   - To access your mailbox from another extension, dial **778** and enter your own extension number when asked which mailbox you want to access.
2. If your mailbox has an access code set, you will be prompted to enter it. Enter your access code and press #.
3. You will hear a prompt telling you how many messages you have. If you have any new messages the voicemail system will start playing your new messages.

IMPORTANT
Once a new message has been listened to, it is marked as 'old' and is automatically deleted after 24 hours. If you do not want the message deleted, you must mark it as 'saved' by pressing **5** while listening to the message.

4.1 Voicemail Coverage On/Off

You can chose to have calls to your extension be rerouted to your voicemail mailbox if you do not answer the call within a set number of rings, the default being 3 rings. This is called VMS Cover. The number of rings used for your extension is set by your system administrator.

- If an extension has Call Coverage 32 and VMS Cover active, a covered calls ring at the covered extension for the specified number of Call Coverage Rings. It will then start ringing the covering extension. If the covering extension does not answer, the call is routed to the voice mailbox of the extension that activated Call Coverage after the specified number of VMS Cover Rings. The count of VMS cover rings starts when the covered extension initially begins to ring. If the covering extension has Do Not Disturb 36 active, the call is routed immediately to the voice mailbox of the extension that activated Call Coverage.
- Users with VMS Cover turned on can activate Do Not Disturb 36 to send ringing calls immediately to their voice mailbox.
- Note that when your voicemail cover is off, you can still access the messages in your mailbox and other users can still use forwarding to send messages to your mailbox.

To Create a VMS Cover Button (ETR 18D/ETR 34D Phone)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
4. Dial **FEATURE 15**. The current setting of the button will now be set to **VMS Cover**.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

Chapter 5.
Phone Settings

5. Phone Settings

5.1 Naming Your Extension

You can assign a name to your extension, up to 15 characters long. The name is then displayed on the phone and also on other extensions when you make or receive calls.

To Change Your Extension Name (*ETR 18D/34D*)

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press **Intercom 1**.
4. Enter the extension name.
   - Enter a character by pressing the indicated button until that character is displayed. If you pause more than 1 second after press a button, the cursor will move onto the next space.

1	1!"$%&'()+,-./		**2**	2abcABC		**3**	3defDEF
4	4ghiGHI		**5**	5jklJKL		**6**	6mnoMNO
7	7pqrsPQRS		**8**	8tuvTUV		**9**	9wxyzWXYZ
*****	*:;<=>?@[\]^_`		**0**	0 Space		**#**	#

   - Do not use punctuation characters such as #, ?, /, -, _ and , in the name. Start the name with an alphabetic character. Note that the name is case sensitive and must be unique.
   - To remove the current name, press the **MIC/HFAI** key.
- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

5.2 Adjusting the Telephone Display

The phone must be idle and the handset must be in its cradle when you adjust the display contrast.

To adjust the display brightness

1. With the extension idle, press *.
2. Use the ▲ up arrow and ▼ down arrow keys to change the display brightness.

5.3 Configuring SSL VPN Service

Using the system administration option, it is possible to put the SSL VPN Service, which exists on <%IPOFFICE%> Basic Edition, in and out of service. This feature is not available on ETR 6/ETR 6D phones.

Note: The phones must be plugged into the first two ports of the first card on the IP500 V2.

1. At the phone, press **FEATURE 0 0**, and then press the **Intercom 1** button twice.
   The System Administration menu appears.
2. Select **SSL VPN Service** using the **NxPrc**/**PrPrc** keys. Alternatively, from the **System Admin** menu, you can dial **# 7 7 5** (#SSL) to access the SSL VPN Service sub-menu.
3. Use the **Next Item** and **Previous Item** buttons to select the appropriate tunnel and press **Enter**.
   The name and status of the selected tunnel is shown (1=Active, 2= Not Active).
4. Dial **1** or **2** to activate/deactivate the selected tunnel. You can also use the **Next Data** and **Previous Data** buttons to change the setting. You can still use the **Next Item** and **Previous Item** buttons to scroll through the list of remaining tunnels.

- If you press **Remove**, the selected tunnel is set to 'Not Active.'
- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

5.4 Ringer Volume

When the phone is not on any calls, you can adjust the volume used for the ringer.

1. With the phone idle, use the ▲ up arrow and ▼ down arrow keys to change the volume.

Chapter 6.
Button Programming

6. Button Programming

You can assign functions to the programmable buttons on your phone. However, you cannot override any **Intercom**, **Call Appearance** or **Line Appearance** buttons assigned by the system and your system maintainer.

6.1 Programming a Button

Use the following process to set or change the function of a button.

- You cannot override any **Intercom**, **Call Appearance** or **Line Appearance** buttons assigned by the system and your system maintainer.
- Some functions are unique, ie. if already assigned to a button, assigning the function to another button will automatically clear the setting from the existing button.

1. At the phone press **Feature 00**.
2. **Program Extension:** is shown on the display.
3. Press the button that you want to edit or enter a number between 03 to 80 to select a button. The current setting of the button is displayed.
3. To change the function of the button, dial the feature code 46 for the function that you want to assign to the button.

- Exit programming by pressing **Feature 00**. You can also exit programming mode by lifting the handset, then placing it back in the cradle.

6.2 Button Functions

You can assign 46 the following functions to programmable buttons on your phone.

- Intercom 1 means the first intercom or call appearance button. Intercom 2 means the second intercom or call appearance button.

Function	Description	Code
Absent Message	This function allows you to set or clear an absent message for display on you phone. When set, the absent message is also displayed on other extensions when they call the user.	*Feature □28*
Account Code Entry	This function allows you to enter an account code prior to making a call or during a call.	*Feature □12*
Active Line Pickup	This function allows you to answer a call on a particular line. It can be used if the call is ringing, held or already answered by another extension.	*Intercom 1, 68*
Auto Dial Intercom	This function allows you to make a call to another specified extension. The button lamp will also indicate when that other extension is in use.	*Intercom 1, <Extn>*
Auto Dial Other	This function allows you to make a call using a number stored with the button. The number can be an internal number, an external number, an account code or any other number. The button can then be used when a number of that type needs to be dialed.	*Intercom 2, <number>*
Call Coverage	This function allows you to switch call coverage on or off. When on, any calls to you that ring unanswered also start ringing at your call coverage extension.	*Feature □20*
Caller ID Log	This function allows you to view the phone system's call log of all caller IDs of calls received by the system. To use this you must be one of the three extensions configured for call ID logging by your system administrator.	*Feature □23*
Call Forwarding	This function allows you to redirect all your calls to another number. If the system administrator has configured your for Remote Call Forwarding, you can forward calls externally by specifying a personal speed dial as the destination.	*Feature □11*
Call Pickup	This function allows you to pickup a call alerting at a specified extension. Separate buttons can be created for each extension for which call pickup is required.	*Intercom 1, 6, <Extn>*

Call Screening	This function allows you to switch call screening on or off. When on, if your phone is idle, when a call rings it and then goes to voicemail you will hear the caller through the phone's handsfree speaker. You can choose to ignore the call (press **SPKR**) or to answer it (press **MIC/HFAI** or lift the handset). This button function can only be set by your system administrator.	–
Caller ID Inspect	This function allows you to see the caller ID of a call on another line without interrupting the current call to which you are connected.	*Feature □17*
Caller ID Name	This function allows you to swap the display of caller ID name and number information on the phone.	*Feature □16*
Calling Group	This function allows you to call or page the calling group represented by the button.	*Intercom 1, <Group>*
Conference Drop	This function allows you to select and drop a call from a conference.	*Feature □06*
Contact Closure 1	This function you to operate the system's contact closure 1 or 2 connection. To use this you must be a member of the system's contact closure group.	*Feature □41*
Contact Closure 2		*Feature □42*
Do Not Disturb	This function allows you to switch do not disturb on or off.	*Feature □01*
Hot Dial	This function allows you to dial a stored number without first going off hook or pressing the **SPEAKER** button.	*Feature □26*
Hunt Group	This function allows you to call or page the hunt group represented by the button.	*Intercom 1, <Group>*
Idle Line Pickup	This function allows the user to seize a line if that line is idle. This allows the user to access line for which they do not have a line appearance button on their extension.	*Intercom 1, 8*
Last Number Redial	This function allows you to redial the last external number dialed.	*Feature □05*
Message Alert Notification	This function allows you to see the current state of other user's message waiting lamps. It is used in conjunction with other users for which you have **Auto Dial - Intercom** buttons.	*Feature □938*
Night Service	A night service button is used to switch night service on/off. It can only be used on the first extension in the system.	*Feature □#503*
Pickup Group	This function allows you to answer a call being presented to any extension that is a member of the pickup group (1 to 4) configured for the button.	*Intercom 1, <661-664>*
Privacy	This function allows you to turn privacy on or off. When on, other extensions are not able to bridge into your calls.	*Feature □07*
Recall	This function allows you to send a recall or hook flash signal.	*Feature □03*
Saved Number Redial	This function allows you to save the number dialed during a call and to redial that number when idle. This can be used when the number dialed does not answer.	*Feature □04*
Station Lock	This function allows you to lock and unlock your extension from being used to make calls. When selected, you are prompted to enter a four digit code after which the extension is locked. If the extension is already locked, use of this function prompts for reentry of the four digit code to unlock the extension.	*Feature □21*
Station Unlock	This function can only be used by the first two extensions in the system. It allows the user to unlock any extension without needing to know the code that was used to lock that extension.	*Feature □22*
VMS Cover	This function allows the you to switch use of voicemail coverage for your extension on or off.	*Feature □15*
Voice Mailbox Transfer	This function allows you to transfer your current call to another extension's mailbox. Your current call is put on hold and you enter the target extension number to indicate the mailbox required.	*Feature □14*

Wake Up Service	A Wake Up Service button can be assigned for the first extension on the system. Using this button, the extension user can set wake up calls within the next 24-hours period for any other extension.	*Feature #115*

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